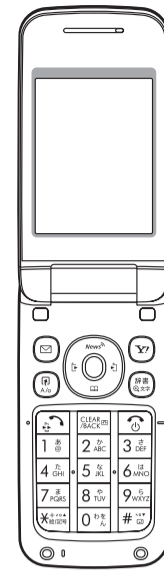
Support

SoftBank 830SH
First Step Guide

Emergency Numbers
Customer Service
More Information

Use English Interface
Place International Calls
Customize Handset Address
And more...

Customer Service

SoftBank Customer Center
From a SoftBank handset, dial toll free at
157 (General Information)
113 (Customer Assistance)

SoftBank Global Call Center
From outside Japan, dial
+81-3-5351-3491
(International charges apply)
Call this number immediately if handset/USIM Card is lost or stolen while outside Japan.

■ **Call these numbers toll free from landlines.**

Subscription Area	Service Center	Phone Number
Hokkaido, Aomori, Akita, Iwate, Yamagata, Miyagi, Fukushima, Niigata, Tokyo, Kanagawa, Chiba, Saitama, Ibaraki, Tochigi, Gunma, Yamanashi, Nagano, Toyama, Ishikawa, Fukui	General Information	0088-240-157
	Customer Assistance	0088-240-113
Aichi, Gifu, Mie, Shizuoka	General Information	0088-241-157
	Customer Assistance	0088-241-113
Osaka, Hyogo, Kyoto, Nara, Shiga, Wakayama	General Information	0088-242-157
	Customer Assistance	0088-242-113
Hiroshima, Okayama, Yamaguchi, Tottori, Shimane, Tokushima, Kagawa, Ehime, Kochi, Fukuoka, Saga, Nagasaki, Oita, Kumamoto, Miyazaki, Kagoshima, Okinawa	General Information	0088-250-157
	Customer Assistance	0088-250-113

More Information

Handset User Support
Via Yahoo! Keitai Main Menu: From above the search field, select *メニューリスト* ➡ *English* ➡ *User Support*

Online English Manual
See SOFTBANK MOBILE Corp. Website (http://www.softbank.jp). May be unavailable at purchase. Call Customer Service or try later.

Emergency Numbers

- Police **110**
- Fire & Ambulance **119**
- Maritime Safety Agency..**118**

Printed in China
TINSEA175EFZZ
08H DS AI ①

Safety Precautions

- **Use specified items (battery, Charger, Desktop Holder, etc.) only.**
  Non-specified equipment use may cause malfunction, or battery to leak, overheat, burst or ignite, leading to fire, burn injuries or electric shock.
- **Do not short-circuit power/charging terminals.**
  May cause fire, electric shock or malfunction; battery may leak, overheat, burst or ignite. Keep conductive material (wire, metal jewelry, pencil lead, etc.) away from Charger, Desktop Holder or External Device Port terminals.
- **Do not open, modify or disassemble handset and related hardware.**
  May cause malfunction, or battery may leak, overheat, burst or ignite. Fire, injury or electric shock may also result. Contact SoftBank Customer Center, Customer Assistance for repairs.
- **Do not expose handset or accessories to liquids.**
  May cause malfunction, overheating, fire or electric shock. Avoid exposure to water, pet urine, etc.
- **Do not expose handset/accessories to extreme heat/direct sunlight (e.g., inside vehicles, etc.).**
  May cause malfunction/warping; battery may leak, overheat, burst or ignite. Handset or battery may become hot to the touch, leading to burn injuries.
- **Do not dispose of battery in fire.**
  May leak, overheat, burst or ignite.
- **Do not apply strong shocks or excessive force.**
  Do not drop/throw handset/accessories. May cause damage or malfunction. Battery may leak, overheat, burst or ignite, resulting in fire, shock or injury. Stop using battery if damaged or warped. Do not sit on or place heavy objects on handset/accessories (e.g., in back pants pockets or inside handbags, packs, etc.).
- **Keep handset, battery, Charger or Desktop Holder away from humidity, dust or extreme temperatures.**
  Malfunction may result.
- **If battery fluid gets in eyes, do not rub; rinse with water and consult a doctor immediately.**
  Eyes may be severely damaged.
- **Do not force battery into handset.**
  Battery may leak, overheat, burst or ignite; make sure the direction and install properly.
- **Do not place handset or accessories in ovens, microwave ovens or other cooking appliances.**
  Battery or other parts may leak, burst, overheat or ignite; may cause malfunction, accident or injury.
- **Keep handset off and Charger disconnected near gas stations or places with fire/explosion risk. Handset use near petrochemicals or other flammables may cause fire/explosion; turn handset off before using Osaifu-Keitai® at gas stations (cancel IC Card Lock beforehand).**
- **Never use handset while driving.**
  Accidents may result. Park beforehand. Phone use while driving is prohibited by the Road Traffic Law.
- **If an abnormality occurs:**
  If there is abnormal odor, excessive heat, discoloration or distortion, unplug Charger, turn off handset and remove battery immediately; may cause overheating, bursting, fire or battery leakage.
- **If battery does not charge properly, stop trying.**
  Battery may leak, overheat, burst or ignite.
- **At signs of a battery leak, avoid fire sources.**
  Battery may catch fire or burst.

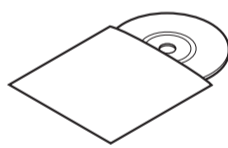
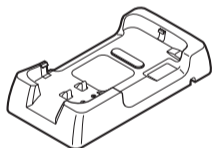
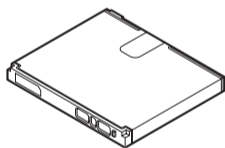
For more information, see Online English Manual.

Before Using Handset

Accessories

- Battery (SHBBY1)

- Desktop Holder (SHEAY1)

- Utility Software (Japanese)*

* Complimentary sample.

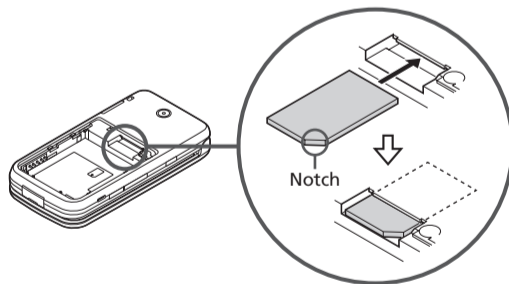
Manner Mode

- Minding Mobile Manners
  Please use handset responsibly. Inappropriate handset use can be both dangerous and bothersome. Please take care not to disturb others when using handset. Adjust handset use according to your surroundings.

Activating/Canceling Manner Mode
■ # (Long)

USIM Card Installation

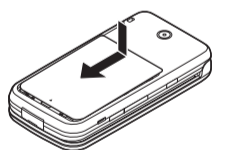
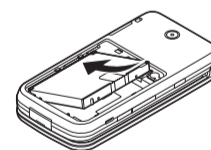
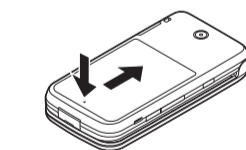
1 **Slide in USIM Card with IC chip facing down**
2 **Insert battery (right)**

- First power off handset and remove battery.
- Do not force USIM Card into/out of handset.
- USIM Card must be inserted to use handset.

Battery Installation

1 **Remove cover**

- Press and slide as shown.

2 **Insert battery**

3 **Close cover**

USIM PINs

- PIN
  4-digit code; activate PIN Entry to restrict usage.
- PIN2
  Required to clear Call Costs and to set Max Cost.

PIN and PIN2, ***9999*** by default, are changeable.

- PIN Lock & Cancellation (PUK Code*)
  Entering incorrect PIN or PIN2 three consecutive times locks USIM Card, disabling handset. Enter PUK Code to unlock. For details, contact SoftBank Customer Center, General Information.

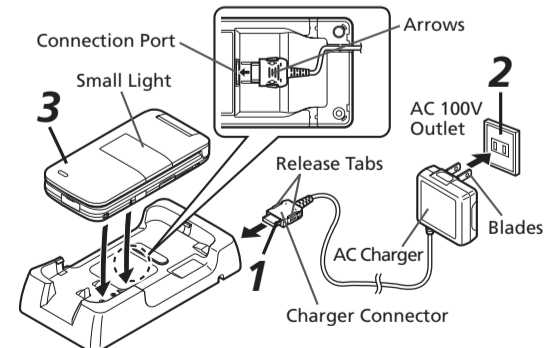
* USIM Personal Unblocking Key (PUK Code) unblocks a USIM Card blocked after the wrong PIN has been entered three consecutive times. Each USIM Card has a unique PUK Code. Do not disclose it to unauthorized persons.

Charging (Desktop Holder)

Use specified AC Charger **ZTDAA1** (sold separately) only.

1 **Insert AC Charger connector into Desktop Holder until it clicks**
- Connection Port is on the back of Desktop Holder.

2 **Plug AC Charger into AC outlet**
3 **Place handset onto Desktop Holder**
- Small Light illuminates red while charging.
- Small Light goes out when battery is full.

4 **After charging, disconnect handset, then unplug AC Charger**

Security Codes

- Handset Code
  9999 by default; use or change some functions.
- Center Access Code
  4-digit code selected at contract; access Optional Services via landlines or change contract details.
- Network Password
  4-digit code selected at contract; restrict incoming/outgoing calls (Call Barring).

- Message appears for incorrect code entries; retry.
- If Network Password is incorrectly entered three times consecutively, Call Barring settings are locked. To resolve, Network Password and Center Access Code must be changed. For details, contact SoftBank Customer Center, General Information.

Specifications

SoftBank 830SH

Weight	Approximately 105 g
Continuous Talk Time	Approximately 260 minutes (3G) Approximately 240 minutes (GSM)
Continuous Standby Time (handset closed)	Approximately 350 hours (3G) Approximately 320 hours (GSM)
Charging Time (power off)	AC Charger: Approximately 130 minutes In-Car Charger: Approximately 140 minutes

Dimensions (W x H x D)	Approximately 49 x 97 x 17.6 mm (handset closed, without protruding parts)
Maximum Output	0.25 W (3G) 2.0 W (GSM)

- Values calculated with battery installed.

Getting Started

Display Indicators & Key Assignments

Menu List

- **Messaging**
  - Received Msg.
  - Create Message
  - Retrieve New Msg.
  - Drafts
  - Templates
  - Sent Messages
  - Unsent Messages
  - Chat Folder
  - Server Mail Box
  - Create New SMS
  - Settings
  - Memory Status
- **Yahoo! Keitai**
  - Yahoo! Keitai
  - Bookmarks
  - Saved Pages
  - Enter URL
  - History
  - PC Site Browser
  - Browser Settings
- **S! Appli**
  - S! Appli Library
  - Osaifu-Keitai
  - Demand History
  - Settings
  - Information
- **Dictionary**
- **Camera**
- **Entertainment**
  - S! Quick News
  - S! Information Channel/Weather
  - BookSurfing
  - e-Book Viewer
- **Tools**
  - **PIM/LifestyleTools**
    - Calendar
    - Alarms
    - Tasks
    - Calculator
    - Expenses Memo
    - Osaifu-Keitai
    - Pretense Call
  - **Timer/Clock Tools**
    - Stopwatch
    - Countdown Timer
    - World Clock
    - Hour Minder
  - **Doc./Rec. Tools**
    - Search
    - Document Viewer
    - Notepad
    - Voice Recorder
    - Barcode/Scan
    - Phone Help
- **Data Folder**
  - Pictures
  - DCIM
  - Ring Songs•Tones
  - S! Appli
  - Music
  - Videos
  - Lifestyle-Appli
  - Books
  - Customized Screen
  - Status Templates
  - Flash®
  - Other Documents
  - Memory Status
- **Media Player**
  - Music
  - Videos
  - Streaming
- **Communication**
  - S! Town
  - S! Loop
  - S! Friend's Status
  - S! Circle Talk
- **Phone**
  - Phone Book
  - Add New Entry
  - Information
  - Call Log
  - Play Messages
  - Call Voicemail
  - Category Control
  - My Details
  - Speed Dial/Mail
  - Mail Groups
  - S! Addressbook Backup
  - Ph.Book Settings
  - Manage Entries
- **Settings**
  - **Phone Settings**
    - Mode Settings
    - Display
    - Customize
    - Sounds & Alerts
    - Date & Time
    - Set Key Light
    - 言語選択 (Language)
    - User Dictionary
    - Ringer Output
    - Earpiece Volume
    - Change Menu
    - Locks
    - Software Update
    - Master Reset
  - **Connectivity**
    - Infrared
    - Mass Storage
    - USB Charge
    - Memory Card
    - Backup
  - **Call/Video Call**
    - Call Time & Cost
    - Answer Phone
    - Voicemail/Divert
    - Video Call
    - Show My Number
    - out Missed Calls
    - Int'l Calling
    - Disp. Time/Cost
    - Call Barring
    - Minute Minder
    - Auto Answer
    - Call Waiting
  - **Network Settings**
    - Select Network
    - Select Service
    - Offline Mode
    - Retrieve NW Info
    - Location Info
    - Network Info
    - External Device

Handset Functions

Basic Operations

Handset Power On/Off

■Power On

[Power] (Long)

If Japanese appears first time 830SH powers on, press ● three times, choose ***はい*** and press ●.
In Standby, press ●, choose ***いいえ*** and press ●.
In Main Menu, change interface to English (below).

■Power Off

[Power] (Long)

English Interface

●➔ ***設定*** ➔●➔ ***Language*** ➔●➔ ***English*** ➔●

Network Settings

Retrieve Network Information to use Network-related services; the first time you press ✉, ● or Y!, a prompt appears.

✉, ● or Y! ➔ ***Yes*** ➔●

My Phone Number

●➔[0]

Setting Clock

●➔ ***Settings*** ➔●➔ ***Date & Time*** ➔● ➔ ***Set Date/Time*** ➔●➔ Enter date and time (24-hour format) ➔●

Calling

Voice Call

Enter number ➔[Send]
• [Power] ➔ Call ends

Redialing

◄➔ A record ➔[Send]
• [Power] ➔ Call ends

Video Call

Enter number ➔✉➔ ***Video Call*** ➔●
• [Power] ➔ Call ends

International Call

International Call Service may require prior application; get information or apply online: http://mb.softbank.jp/mb/en/global_service/
830SH is Global Roaming eligible.

Enter number ➔✉➔ ***Int'l Call*** ➔●➔ A country ➔●➔[Send]
• [Power] ➔ Call ends

Answering a Call

When a call arrives, [Send]
• [Power] ➔ Call ends

Answer Phone

■Activating

[CLEAR] (Long)
•To cancel, [CLEAR] (Long)

■Playing Messages

[CLEAR]
•To stop, [CLEAR]

Text Entry

Switching Entry Modes

In text entry windows, [Dictionary]➔ A mode ➔ ●➔ Enter text

あ	Kanji (hiragana)
ア	Double-byte katakana
ｱ	Single-byte katakana
A/a	Double-byte alphanumerics
A/a	Single-byte alphanumerics
1	Single-byte number
区	Character Code

Example: Entering no

In text entry windows, [Dictionary]➔ ***Abc*** ➔●➔ [6][6]➔►➔[6][6][6]➔●

Messaging

SMS/S! Mail

■SMS

Exchange up to 160 alphanumerics with SoftBank handsets.

■S! Mail

Exchange up to 30,000 characters with e-mail compatible SoftBank handsets or other devices; attach media files, etc.

Customizing Address

Change alphanumerics before @ of the default handset mail address. Customizing handset mail address helps reduce spam.

✉➔ ***Settings*** ➔●➔ ***Address Settings*** ➔●➔ ***English*** ➔●➔ Onscreen instructions

Sending Messages

✉➔ ***Create Message*** (S! Mail) or ***Create New SMS*** ➔●➔ Recipient field ➔●➔ Enter ➔●➔ Enter subject (S! Mail) ➔● ➔ (Text) ➔●➔ Enter ➔●➔ to attach files (S! Mail) ➔●➔Y!

Receiving Messages

Information window opens for new mail.
● to open message list.

Phone Book

Phone Book Entry Items

■Phone Number

Enter up to five numbers on handset (32 digits each).

■Mail Address

Enter up to five addresses on handset (128 single-byte alphanumerics each).

Saving to Phone Book

●➔ ***Phone*** ➔●➔ ***Add New Entry*** ➔●➔ ***Last Name:*** ➔●➔ Enter ➔●➔ ***First Name:*** ➔●➔ Enter ➔●➔ ***Add Phone Number:*** ➔●➔ Enter number ➔●➔ An icon ➔●➔ ***Add Email Address:*** ➔●➔ Enter address ➔●➔ An icon ➔●➔Y!

Editing Entries

▼➔ An entry ➔✉➔ ***Edit*** ➔●➔ An item ➔●➔ Edit ➔●➔Y!

Dialing via Phone Book

▼➔ Enter reading ➔ A name ➔●➔ A phone number ➔[Send]

Voicemail

Activating

●➔ ***Settings*** ➔●➔ ***Call/Video Call*** ➔ ***Voicemail/Divert*** ➔●➔ ***Voicemail*** ➔●➔ ***Activate*** ➔●➔ ***Always*** or ***No Answer*** ➔●➔ Ring time (for ***No Answer***) ➔●

Playing Messages

●➔ ***Phone*** ➔●➔ ***Call Voicemail*** ➔● ➔ Follow the voice guidance

Mobile Camera

Capturing Still Images

●➔ ***Camera*** ➔●➔ Frame image on Display ➔●➔●

Recording Video

●➔ ***Camera*** ➔●➔Y!➔ Frame image on Display ➔●➔●➔●

Yahoo! Keitai

Accessing Yahoo! Keitai

Y!➔ ***メニューリスト*** ➔●➔ ***English*** ➔●➔ Highlight a menu item ➔●

Using PC Site Browser

●➔ ***Yahoo! Keitai*** ➔●➔ ***PC Site Browser*** ➔●➔ ***Enter URL*** ➔●➔ URL ➔●➔ Highlight a menu item ➔●

Media Player

Playing Music

●➔ ***Media Player*** ➔●➔ ***Music*** ➔●➔ ***My Music*** ➔●➔ ***Music Folder*** or ***Ring Songs•Tones*** ➔ ***All Music*** ➔●➔ A file ➔●

Adding Playlists

●➔ ***Media Player*** ➔●➔ ***Music*** ➔●➔ ***My Music*** ➔●➔ ***Music Folder*** or ***Ring Songs•Tones*** ➔✉➔ ***Add New Playlist*** ➔●➔ Enter name ➔●

Using Playlists

●➔ ***Media Player*** ➔●➔ ***Music*** ➔●➔ ***My Music*** ➔●➔ ***Music Folder*** or ***Ring Songs•Tones*** ➔ A Playlist ➔●➔ A file➔●

Managing Files

Opening Files

●➔ ***Data Folder*** ➔●➔ A folder ➔●➔ A file ➔●

Format Memory Card

●➔ ***Settings*** ➔●➔ ***Connectivity*** ➔ ***Memory Card*** ➔●➔ ***Format Card*** ➔●➔ ***Yes*** ➔●➔ Handset Code ➔●➔ ***Yes*** ➔●

Software Update

Precaution

Before updating software, end all active functions/applications.

Updating Software

●➔ ***Settings*** ➔●➔ ***Software Update*** ➔●➔ ***Software Update*** ➔●